

The Hamilton Civic Hospitals
Volunteer Association

URBAN/MUNICIPAL

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GOVERNMENT DOCUMENTS

ANNUAL REPORT 1992



Prayer for Hospital Auxiliaries

Almightly God and Heavenly Father of Mankind, bless we pray Thee, our endeavours in those hospitals in which we strive to bring comfort and hope to all who are in distress of mind or body.

Guide us so that we may use the privilege given us to help the aged, the ill and the very young — with generosity, with discretion and with gentleness.

Give us the strength to labour diligently, the courage to think and to speak with clarity and conviction but without prejudice or pride.

Grant us we beseech Thee both wisdom and humility in directing our united efforts to do for others only as Thou would have us do.

Amen

*	1921-22-23	Mrs. E.P. Coleman
*	1924-25-26	Mrs. R.R. Moodie
*	1927-28-29	Miss Agnes Climie
*	1930-31	Mrs. R.R. Palmer
*	1932-33	Mrs. P.B. MacFarlane
*	1934-35	Mrs. C.D. Hickey
*	1936-37	Mrs. Vernon Carey
*	1938-39	Mrs. R.F. Inch
*	1940-41	Mrs. E.V. Vallance
*	1942-43	Mrs. C.E. Burke
*	1944-45	Mrs. F.G. Fearman
*	1946-47-48	Mrs. F.J. Mills
*	1949-50-51	Mrs. W.S.T. Connell
*	1952-53-54	Mrs. C.G. Fraser
	1955-56	Mrs. R.W. Cooper
*	1957-58-59	Miss Muriel Bostwick
	1960-61	Mrs. R.A. Dolan
*	1962-63	Mrs. H.D. Robertson
*	1964 (March - Sept.)	Mrs. George Park
*	1964 (Sept. - Dec.)	Mrs. W.N. Patterson
*	1965-66	Mrs. W.N. Patterson
	1967-68	Mrs. E.B. MacFarlane
	1969-70	Mrs. R.B. Duff
	1971-72	Mrs. H. Pearson
	1973-74	Mrs. A.I. Gorman
	1975-76	Mrs. L.J. Harbell
	1977-78	Mrs. J.F. Lynch
	1979-80	Mrs. W.C. Campbell
	1981-82	Mrs. J.W. Charters
	1983-84-85	Mrs. H.A. (Marie) Lemon
	1985-86-87	Mrs. A. (Beryl) Jones
	1987-88-89	Miss Mary Gibbon
	1989-90	Mrs. W.E. Tugby
	1991-1992	Mrs. H. Ruddell

within 13 Regions. We continue to support our Region 5, by sending delegates to the Spring and Fall Conferences, the Executive Conference in June and to a Workshop in Toronto. Those projects are important to the on-going education of the Board Members.

On August 13, 1992, a presentation was made to the Public Forum at City Hall by the President of Chedoke-McMaster Association on behalf of the Volunteer Associations. The submission had input from the President of St. Joseph's Hospital Volunteer Association and the President and Vice-President of the Hamilton Civic Hospitals Volunteer Association. We from the Civics also attended the day long seminar.

Our Volunteer Association can take pride in the fact that your President sits on the Board of Directors for the Hamilton Civic Hospitals as a voting member. It has been a most interesting and rewarding experience.

We are grateful for the complete cooperation we receive from Dr. Noonan, President and C.E.O. of the Civic Hospitals, Mrs. Fee, Vice-President, Hamilton Civic Hospitals and Chief Operating Officer of Hamilton General Division, and Mr. Johnson, Vice-President, Hamilton Civic Hospitals and Chief Operating officer, Henderson General Division.

Our sincere thanks to all the staff we ask for advice; we are thankful for their willingness and wisdom and always their desire to help.

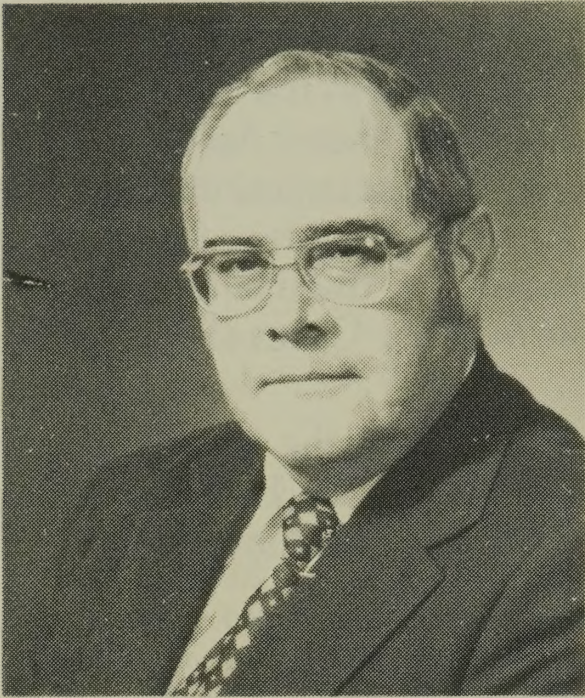
The Hospitals rely increasingly on the talent and skills of the people who volunteer their services. The Volunteers work in recognition of a need, without concern for monetary gain or self interest. They are the ambassadors and messengers of the Hamilton Civic Hospitals. The Volunteers are the ones who provide the human touch, take time to reassure the patients and allay their feelings of uncertainty. Their dedication is greatly appreciated.

It has been my privilege to be your President for the past two years. I have great admiration and respect for the Board Members whose attendance at Board and Committee Meetings is always high, as is their enthusiasm and participation. A warm welcome to our new President, Mrs. Barbara Cambridge who has accompanied me to many social functions and working events in the past year; and who, I am sure, will serve you well.

Madelyn Ruddell (Mrs. Harry)
President
Hamilton Civic Hospitals
Volunteer Association

Hamilton Civic Hospitals

President and Chief Executive Officer



In spite of all the science and pseudo-science which permeates our current environment (computers, electronics, new telephone gadgetry every few months) there are some "arts" which are still important to human endeavors. Perhaps chief amongst these is the "art of giving" which is being fostered and perpetuated by our Volunteer Association.

You folks constantly give of yourselves -- to the hospital, to your colleagues on the hospital staff, to each other, and most importantly to patients, at a time in their lives when they are most vulnerable.

Throughout the many years with which I have been associated with the Hamilton Civic Hospitals, one of my rewards has been the opportunity to know and work with so many fine Volunteers who have epitomized the caring, nurturing and giving which is so much a part of supporting the ill and injured.

To all of you, I extend my heartfelt thanks and that of the Institution for your many blessings so aptly described in your annual report and, more particularly, for just being you.

God bless you all,

W.E. Noonan, M.D.
President and C.E.O.

Hamilton General Division

Vice-President's Report

Last year, I began my first Annual Report to the Volunteer Association by noting that 1991 had been a year of many changes at the Hamilton General Division, 1992 brought many more.

We were challenged from the outset to make substantial reductions in our operating budget to meet the fiscal realities of curtailed Ministry of Health funding. This necessitated, commencing April 1, 1992, the closure of 5 West and a reduction in staffing. Fortunately, through re-organization, retirements and attrition, we have been able to place the majority of those laid off. It also precipitated major expansion of our pre-operative clinics, and many other changes in the way we carry out our day-to-day operations designed to increase efficiency, without compromising the quality or quantity of our patient care.

Over the summer months, we received good news from the Ministry of Health. They would provide additional funding in 1992/93 to support the continued expansion of our program in open heart surgery. To meet this mandate we were able to re-open 5 West in September, augmenting and transferring staff from our smallest nursing unit, 8 North. In December, we proudly opened the first Hyperbaric Chamber in Hamilton in our Burn Trauma Unit. Since this time, we have treated 20 patients for a total of 161 H.B.O. treatments.

As we look forward to 1993, we will be establishing an Alternate Level of Care Program on 8 West to better serve our patients awaiting placement. We will also be initiating an autologous blood donation program for open heart patients to be located in the Short Stay Unit.

Our survival and smooth functioning through the fiscal stresses and strains of 1992, which are expected to continue for the foreseeable future, was facilitated in no small measure by the support received from the Volunteer Association.

You have assisted us, not only through your generous financial support for our capital equipment purchases and staff education funds, detailed elsewhere in your annual report; but, perhaps more importantly, in providing our patients and their families with a unique and humanizing link to the world outside the hospital. Through your friendly, multi-faceted, undemanding assistance you

help to alleviate the anxiety otherwise associated with our action-packed high-tech institutionalized treatment setting.

It is my privilege to thank you, once again, on behalf of our patients, staff and visitors for everything you have done for the Hamilton General Division in 1992. We will be counting on your support as we steel ourselves to face the challenges of 1993. Thank you very much.

(Mrs.) Trixie Fee
V.P., Hamilton Civic Hospitals
C.O.O., Hamilton General Division

Henderson General Division

Vice-President's Report



The Volunteer Association continued to demonstrate an outstanding commitment to the Henderson Division during 1992 through the contribution of 18,755 hours of volunteer service plus 3,429 hours of service by the Board of Directors. This time was given in the provision of many services to patients, visitors and staff which would not otherwise be available in these times of shrinking budget allocations. Operation of the gift shops, flower delivery, shopping

cart, patient telephones, O.R. and X-ray reception are just a few examples of the services you have provided - there are **many** more!

Your fund raising activities during 1992 continued to be innovative and successful - especially noteworthy was the Looney Lottery and the guest appearance of the Honourable Lincoln Alexander, Former Lieutenant Governor of Ontario, who drew the winning tickets. From the proceeds of this and other revenue making initiatives, I have been pleased throughout the year to accept your contributions in excess of \$80,000 towards staff education, library books and capital equipment. Our equipment purchases this year included a special OTTO BOK Seating System which will be used on the Terrace for chronically ill patients with muscle weakness problems and a Cardiac Arrest cart for our Ambulatory Care Area.

On behalf of the entire Henderson Division, I extend my thanks to each and every member of the Association and the Board for your very significant contribution to the quality care provided within our organization, during 1992. Your "Caring and Sharing" mission was fulfilled.

Thank you.

Mr. P. Johnson
V.P. Hamilton Civic Hospitals
C.O.O. Henderson General Division

Second Vice-President's Report

The Board Manual has been revised and brought up-to-date to correspond with changing times and needs.

Respectfully submitted
Mrs. C. Furness

Corresponding Secretary's Report

At the request of the Board, many business letters were written.

'Get Well', 'Thinking of You', and 'Sympathy' cards were sent where applicable.

Annual Meeting invitations were ordered and sent to all Volunteers and Hospital Personnel.

I wish to extend my sincere thanks to Mr. Fenton, Printing Department, Mr. Barton Strong, Audio-Visual Services, Mrs. Rowell and Mrs. Marusiak, Directors of Volunteers, for their courtesy and assistance.

Respectfully submitted,
Mrs. D. Smith

Membership

Volunteers who work in the program on a regular basis, are granted a complimentary membership after completion of one year's service. Knitters, also, are included in this category.

Honorary Life Memberships and Honorary Provincial memberships are given for exceptional service to the organization.

Loyal supporters make up our membership of 334 friends.

Respectfully submitted,
Mrs. J. Bocek

Social Convenor

The Annual meeting, April 30, 1992, was held in the Auditorium at the Hamilton General Hospital. Mrs. M. Ruddell welcomed members and guests.

Special guests, Mr. Reg Whynot, Regional Chairman of Hamilton-Wentworth; Dr. W.E. Noonan, President & C.E.O., Hamilton Civic Hospitals; Mr. Michael Farrell, Executive Director, Hamilton Civic Hospitals Foundation, Mr. Gordon Lawson, Chairman, Hamilton Civic Hospitals Board of Directors and Mrs. Sharon Fraser, Region #5 Chairman, congratulated us on our successful Association.

We were entertained by Miss Chris Hamilton and the Geritol Follies. A welcome change to our program.

September 10, 1992, we had a very successful barbecue for our volunteers. It was held in Dundas Driving Park and, what started out as a wet miserable day turned into a beautiful afternoon.

Teen Volunteer Awards Night was held in February and was enjoyed by all.

The people and departments who contributed their efforts to our Association are too numerous to mention, to them all, my sincere thanks and appreciation.

Respectfully submitted,
Mrs. M. Davidson

Personnel Committee

Four meetings of the Personnel Committee were held in 1992. Recommendations were made to the Board relating to salaries and a review and up-dating of the Personnel Policy Manual was carried out.

It was a busy and eventful year.

Respectfully submitted,
Betty Robertson

Association Director - Hamilton General Division

1992-93 was a very successful year for the Volunteer Association of the Hamilton Civic Hospitals. Despite the economic situation, and in the midst of cut backs in hospital funding, the Volunteer Board and Hospital Administration have provided both support and encouragement for innovative changes responsible for improved financial success.

The co-operation of the Project Directors, Dr. Charles Forsyth and Mrs. Mary Fallis is acknowledged with appreciation. The dedication and flair of Miss C. Denarde has been inspiring. The enthusiasm of the staff in implementing and maintaining changes has been gratifying.

A program of staff development has been implemented and the staff are being included in the Accident Prevention and Safety Program of the hospital.

The new Volunteers "Headquarters" with a lounge area for Volunteers, and offices for the Director, the President, Bookkeepers, and Flower Arrangers are bright and cheerful and centrally located.

A note of sincere thanks is due to the staff of the hospital, who continue to extend their co-operation to the Volunteer Board to facilitate our endeavours in the hospital.

My personal thanks for the opportunity to serve on the Volunteer Board. It has been a very rewarding experience.

Respectfully submitted
Mrs. Marion Kirk

Out Service/Community Services

Sincere appreciation is extended to the knitters for the lovely garments produced for sale in the shops.

At present we have 60 volunteers who have knitted sweaters, baby sets, shawls, carriage covers, slippers and bed jackets.

Purchases of new clothing are made at the request of Volunteer Services at Hamilton General Division.

Respectfully submitted,
Joanne Bocek

Recording Secretary

Minutes of Board, Executive and other committee meetings were recorded.

Reports and pictures for the Annual Report were gathered, edited, taken to printing and, subsequently distributed to members. Reports were mailed to members not in attendance at the Annual Meeting.

Flowers:

Most sincere thanks to our dedicated "Flower Girls", Mrs. H. Michel, Mrs. H. Smurlick, Mrs. N. Graves and Mrs. N. Spence. Their flower arrangements add significantly to the beauty and profit in the gift shop.

Respectfully submitted,
Mrs. N. Gorman

Hamilton General Snack Bar

The Hamilton General Snack Bar has gone through a planned program of change and development. Early in 1992 the Board authorized a business development plan and appointed Ms. Chris Denarde to implement it.

The results have been positive, and indeed, have exceeded expectations. Financial controls have been introduced and new products developed with the positive support of staff and volunteers. The margin of profit has dramatically improved.

Respectfully submitted,
Dr. C. Forsyth

Hamilton General Gift Shop

Another year has gone by. I have really enjoyed working in the Gift Shop. Our sales have held steady, consequently we are trying a few new things.

Special thanks to Olive and Bev who have made it a pleasure to come to work.

Respectfully submitted,
Mrs. Mary Fallis

Henderson Gift Shop

It has been a pleasure working with the manager and staff at the Henderson Gift Shop. Two successful sales, one in August and the other in December were appreciated by staff and the public.

Special mention has to be made of Mrs. Nancy Petanowitch's work in the Gift Shop display area which adds much to the general appearance of the shop.

Respectfully submitted,
Mrs. M. Roy

Maternity Gift Shop

The projected revenues from the shop were lowered in 1992 due to the anticipated reduction in sales associated with: construction activities, relocation of some hospital departments, and the shorter patient stays in the Maternity Wing. We did, however, meet our budgeted income.

Some of the previously mentioned factors will continue to exert a downward pressure on our 1993 revenues. Regardless, we have increased our projected income for the next year, and we hope that some aggressive marketing efforts will help us fulfill our objective of an augmented net profit.

My warmest thanks to our senior and junior volunteers who staff the shop and, as well, to our loyal group of knitters and flower arrangers. Additionally, particular thanks go to Mrs. Aileen Rowell, shop manager, whose invaluable experience and commitment is most commendable.

Respectfully submitted,
Mrs. J. Charters

Financial Advisor

Yes!! We made it!! In the fifth year of sponsoring the Nevada Lottery our profit was \$155,755.93. That represents a tremendous number of 50 cent tickets being sold.

We again wish to thank all staff members, volunteers, visitors and patients at both units for your continuing support of this project.

At the December Board of Directors Tea, two cheques were presented to the Hamilton Civic Hospitals Foundation - \$100,000. "Mend a Broken Heart" and \$50,000. for equipment.

Respectfully submitted,
Miss L. Powell

Treasurer and Assistant Treasurer

As indicated on the financial statements included in this annual report, our 1992 results show a slight improvement over those for 1991, due in large part to increased revenue from Nevada Lottery sales, and a greatly improved performance in the General Hospital Snack Bar.

Donations to the hospital during the year totalled \$288,450.00 broken down as follows:

Hospital Equipment	\$ 100,350
Mend-A-Broken-Heart Campaign	100,000
Undesignated Donation	50,000
Educational Support	38,000
(See list following this report)	
Memorial Donations	100

1992 saw changes in our bookkeeping staff. Carm Evans elected to take an early retirement; Maggie Gallagher was promoted to the position of Bookkeeper; and Giselle Carpanini joined our staff as Assistant Bookkeeper. A sincere thanks to all three women.

Thanks also to our auditors, MacGillivray Partners, for their guidance and support.

Repectfully submitted,
Mary Lorimer - Treasurer
Verdun Armstrong - Assistant Treasurer

Hamilton General Division

Department of Nursing

1. Neurodynamics Workshop Leslie Gillies, Nurse Clinician	\$ 25.00
2. Cardiovascular Nursing 1992 Charlie Bauman, Nurse Clinician	262.15
3. Quality of Working Life Mary Fawcett, Research Nurse	160.00
4. Quality of Working Life Bev Robertson, A.D.N.	160.00
5. Membership in Quality Assurance Awareness Group Chris Probst, Nursing Co-ordinator	25.00
6. G.R.A.S.P. Conference Raka Harvey	380.39
7. The New Fiscal Reality Implications of the 1991 (Case Mix Groups/Resource Intensity Weighting) Don Webb, A.D.N.	350.00
8. Conference in Ottawa Chris Probst, Don Webb	1548.23
9. Updates in Vascular Nursing Barb Harper, R.N.	95.00
10. MUSE Region 7 4 Staff Members	210.00
11. American Association Neuroscience Nurses Mid Annual Meeting 1 Nurse Manager, 2 Staff Members	655.00
12. 45th Annual Meeting Canadian Cardiovascular Society Anne Wilkinson, Nurse Manager, I.C.C.U.	300.00
13. Ontario Hospital Association Quality Assurance Chris Probst	94.20
14. The Healing of the Dying Healing Cumulative Grief Dianna Drascic, Nurse Clinician, Palliative Care	200.00
15. National Conference on Nursing Administration Pat Walsh, A.D.N.	370.00
16. Ontario Orthopedic Association 3 R.N.'s 6 West	195.00

17. Critical Care Spectrum	265.50
C. Young-Fraleigh, Nurse Clinician	
18. Management of CV Disease	590.00
Deb Weber, Nurse Clinician	
Charlotte Daniels, Cardiac Care Clinic Coordinator	
Michelle Alesi, Nurse Clinician	
Anne Stapleton R.N.	
19. 12 Lead E.C.G. and Patient Position	100.00
Lynn Varga, Nurse Clinician	
	Total \$ 5985.47

Hamilton General Division

Non-Nursing

1. "How to Solve Communication Problems", Hamilton	\$ 300.00
Marlene Zettle, Communications	
Joan Maltman, Communications	
Marilyn Lockhart, Communications	
2. "Dysphagia Management", Toronto	360.00
Carol Hayter, Rehabilitation Medicine	
3. "Nutritional Aspects of Gastrointestinal Disease",	125.00
Hamilton, Martine Auger, Nutrition Services	
4. "Canadian Health Libraries Association	870.00
16th Annual Conference,"	
Winnipeg, Candace Thacker, Library	
5. "Building a Lifetime of Growth",	245.00
St. Catharines, Margaret Doma, Social Work	
6. "Joint Occupational Health Conference", Ottawa	1,000.00
Elizabeth Palmer, Employees Health Service	
7. "We Admit, We Care", Hamilton	100.00
Sandy Turner, Medical Diagnostic Unit	
Bira Pittman, Medical Diagnostic Unit	
	Total \$ 3,000.00

Henderson General Division

Department of Nursing

1. "Putting Management Information to Work" \$ 315.65
Toronto,
Ms. Gayle Holmes, Assistant Director of Nursing
 2. Video Preview & Purchase "Restrain/Nonrestraint" 194.35
Ms. Judy Lever, Gerontology Clinician
 3. "Geriatrics Today-Caring for the Elderly in the 90's" 130.00
Ms. Alison Diamond, Medical Clinician
Ms. Maureen Zlabis, R.N. Ward 497
 4. "Nursing Ethics in the 90's" 85.00
Toronto, Ontario
Ms. Heather Pepper, R.N. Ward 385
Ms. Alison Diamond, Medical Clinician
 5. "Med-Surg. Conference" 574.00
Toronto, Ontario
Ms. Heather Harris, Nurse Manager Ward 497
Ms. Alison Diamond, Medical Clinician
Ms. B.J. Swanson, R.N. Ward 497
 6. "Nurse Theorist Conference" 235.00
Toronto, Ontario
Ms. Jackie Negus, Assistant Director of Nursing
 7. "9th Congress on the Care of the Terminally Ill" 250.00
Montreal, Quebec
Ms. Deborah Millar, R.N. Ward 497
5. **Bursaries:**
- | | |
|---|-----------|
| Ms. Susan Lancaster, R.N. working on B.Sc.N. | \$ 500.00 |
| Ms. Gayle Holmes, A.D.O.N.-Health Service Admin.
(Masters) Program | 500.00 |
| Ms. Mary Anne Kelly, R.N., P.T.,
working on B.Sc.N. | 500.00 |
| Ms. Anne Porteous, Pre-Op Clinician
Working on Masters of Science in Nursing | 500.00 |

Ms. Elizabeth Tudoreana, R.N., P.T., working on B.Sc.N.	500.00
Ms. Annabelle Watson, Nursing Practice Co-ord. Working on Nursing Administration	500.00
6. Remainder to be used in 1993	216.00
	\$ 5,000.00

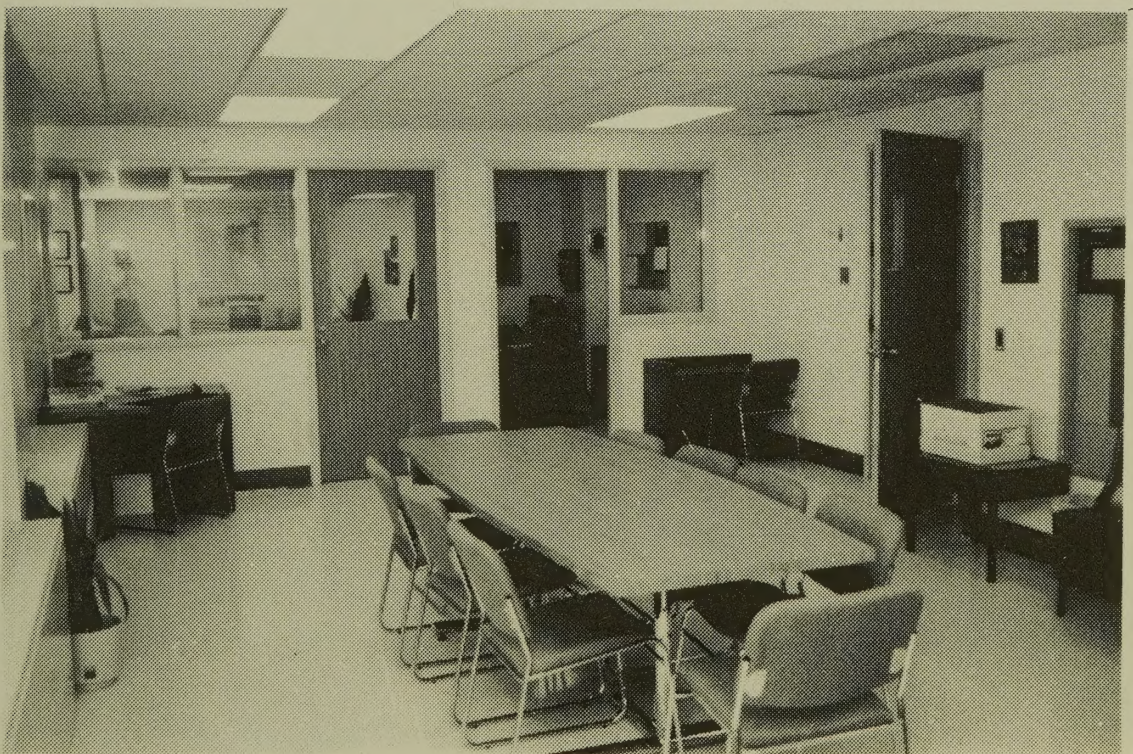
Henderson General Division

Non-Nursing

1. C.P.A. Congress Vanina DalBello-Haas, Physiotherapy	\$ 294.25
2. Management of Parkinson's Disease Andrew Brown, Physiotherapy	190.00
3. C.S.R.T. Education Forum Bronwen Roberts, Respiratory Therapy	300.00
4. A.H.A. Patient Education Conference Linda Hilts, Administration	825.35
5. Workshop on Apraxia Andrea VandenBerg, Occupational Therapy	200.00
6. Conference on Chemotherapy for Cancer Magda Salib, Pharmacy	709.00
7. Multiculturalism and Cancer Control Colleen Lynas, Basilia Iatomasi and Tripat Bratch, Social Services	105.00



Annual Meeting - 1991



New Headquarters - 4 North



Ticket Sellers!!



The Looney Lottery - drawn by Hon. Lincoln Alexander



“Flower Girls”



The “Cookie Caper” - December 1992

Auditor's Report

To the Members of
The Hamilton Civic Hospitals
Volunteer Association

We have audited the balance sheet of The Hamilton Civic Hospitals Volunteer Association as at December 31, 1992, and the statement of revenues, expenses and members' equity for the year then ended. These financial statements are the responsibility of the Association's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Association as at December 31, 1992 and the results of its operations for the year then ended in accordance with generally accepted accounting principles.

Hamilton, Canada
February 18, 1992.

MacGillivray Partners
Chartered Accountants

Hamilton Civic Hospitals Volunteer Association
Balance Sheet
 December 31, 1992

ASSETS

	1992	1991
Current		
Cash	\$ 126,459	\$ 118,662
Interest and commission receivable	6,986	8,908
Inventories	67,186	57,427
Prepaid insurance		894
	<u>200,631</u>	<u>185,891</u>
Investments (page 7)	150,014	110,014
Capital	<u>1</u>	<u>1</u>
	<u>\$ 350,646</u>	<u>\$ 295,906</u>

LIABILITIES AND MEMBERS' EQUITY

Current		
Accounts payable and accrued liabilities	\$ 79,840	\$ 68,897
Goods and services tax payable	12,274	10,585
Provincial sales tax payable	4,401	
	<u>96,515</u>	<u>79,482</u>
Commitment (note 2)		
Members' Equity	<u>254,131</u>	<u>216,424</u>
	<u>\$ 350,646</u>	<u>\$ 295,906</u>

Approved on behalf of the Board

 Director

 Director

See accompanying Notes to the Financial Statements

Hamilton Civic Hospitals Volunteer Association
Statement of Revenues, Expenses and Members' Equity
For the year ended December 31, 1992

	1992	1991
Revenues		
Gross profit - operating units	\$ 553,899	\$ 521,024
Membership fees	445	450
Donations	2,068	2,000
Interest	7,438	18,548
Interest - operating units	6,889	6,909
Commissions	14,185	15,517
Telephone rentals	(3,349)	(724)
Nevada Lottery	155,756	127,555
Miscellaneous fundraising	5,453	1,657
Sundry	65	2,614
	<u>742,849</u>	<u>\$ 695,550</u>
Expenses		
Salaries and benefits	332,771	310,012
Audit fees	7,300	8,054
Bookkeeping services	40,225	39,147
Office supplies	4,516	7,794
Insurance	894	1,350
Fees to organizations	460	395
Delegate expenses	3,159	1,384
Volunteer expenses	822	805
Equipment and supplies	18,363	3,778
Sundry	4,105	14,708
Special events	1,051	2,257
Bank charges	2,126	2,383
	<u>415,792</u>	<u>392,067</u>
Excess of Revenues over Expenses before Contributions	<u>327,057</u>	<u>303,483</u>
Bursaries and grants	39,000	36,500
Contributions towards projects of The Hamilton Civic Hospitals	<u>250,350</u>	<u>393,042</u>
	<u>289,350</u>	<u>429,542</u>
Excess of expenses over Revenues for the year	37,707	(126,059)
Members' Equity - Beginning of year	216,424	342,483
Members' Equity - End of year	<u>\$ 254,131</u>	<u>\$ 216,424</u>

See accompanying Notes to the Financial Statements

The Hamilton Civic Hospitals Volunteer Association
Notes to the Financial Statements
December 31, 1992

1. **Significant Accounting Policies**

(a) **Revenues and Expenses**

Revenues and expenses are reported on the accrual basis of accounting with the exception of donations which are reported when received.

(b) **Inventories**

Inventories are valued at the lower of cost and net realizable value. Cost is determined on the first-in, first out basis.

(c) **Investments**

The investments are recorded at the lower of cost and market.

(d) **Fixed Assets**

The Association does not capitalize fixed asset purchases but records them as an expense when incurred.

2. **Commitment**

The Volunteer Association is committed to donate funds to the Hamilton Civic Hospitals in the amount of \$243,000 in 1993. It has additionally, committed \$100,000 a year for the years 1994 and 1995.

3. **Statement of Changes in Cash Resources**

A statement of changes in cash resources is not provided since disclosure in these financial statements is considered adequate.

4. **Comparatives**

The comparative figures have been restated in order to conform with the financial statement presentation used for the current year.

The Hamilton Civic Hospitals Volunteer Association,
Segmented Information of Operating Units
for the Year Ended December 31, 1992

	Henderson Gift Shop		Henderson Snack Bar	
	1992	1991	1992	1991
Sales	\$ 251,729	\$ 270,997	\$ 138,901	\$ 133,614
Costs of Goods Sold	<u>164,645</u>	<u>171,781</u>	<u>43,021</u>	<u>41,451</u>
Gross Profit	<u>87,084</u>	<u>99,216</u>	<u>95,880</u>	<u>92,163</u>
Interest Income	<u>1,648</u>	<u>2,159</u>	<u>792</u>	<u>1,073</u>
Expenses				
Salaries	61,019	52,828	77,181	62,459
Audit	1,552	1,753	881	967
Sundry	324	3,214	20	802
Bank Charges	502	690	234	310
Equip. & supplies	<u>2,074</u>	<u>1,870</u>	<u>2,136</u>	<u>269</u>
	<u>\$ 65,471</u>	<u>\$ 60,355</u>	<u>\$ 80,452</u>	<u>\$ 64,807</u>
Net Income	<u>\$ 23,261</u>	<u>\$ 41,020</u>	<u>\$ 16,220</u>	<u>\$ 28,429</u>
Inventory	<u>\$ 16,531</u>	<u>\$ 15,873</u>	<u>\$ 1,509</u>	<u>\$ 1,365</u>

See accompanying Notes to the Financial Statements

The Hamilton Civic Hospitals Volunteer Association,
Segmented Information of Operating Units
for the Year Ended December 31, 1992

	Henderson Maternity Shop		General Gift Shop	
	1992	1991	1992	1991
Sales	\$ 97,099	\$ 110,358	\$ 337,032	\$ 330,156
Costs of Goods Sold	68,601	75,008	214,667	205,450
Gross Profit	<u>28,498</u>	<u>35,350</u>	<u>122,365</u>	<u>124,706</u>
Interest Income	<u>675</u>	<u>884</u>	<u>2,013</u>	<u>1,629</u>
Expenses				
Salaries	1,016	1,000	80,415	79,055
Audit	789	830	1,838	1,369
Sundry		418	1,375	4,640
Bank Charges	216	433	610	616
Equip. & supplies	1,291	219	3,353	2,619
	<u>3,312</u>	<u>2,900</u>	<u>87,591</u>	<u>88,299</u>
Net Income	\$ <u>25,861</u>	\$ <u>33,334</u>	\$ <u>36,787</u>	\$ <u>38,036</u>
Inventory	\$ <u>23,912</u>	\$ <u>25,484</u>	\$ <u>18,908</u>	\$ <u>12,776</u>

See accompanying Notes to the Financial Statements

The Hamilton Civic Hospitals Volunteer Association,
Segmented Information of Operating Units
for the Year Ended December 31, 1992

	General Snack Bar		Combined	
	1992	1991	1992	1991
Sales	\$ 364,019	\$ 296,681	\$ 1,188,780	\$ 1,141,806
Costs of Goods Sold	<u>143,947</u>	<u>127,092</u>	<u>634,881</u>	<u>620,782</u>
Gross Profit	<u>220,072</u>	<u>169,589</u>	<u>553,899</u>	<u>521,024</u>
Interest Income	<u>1,761</u>	<u>1,164</u>	<u>6,889</u>	<u>6,909</u>
Expenses				
Salaries	113,140	114,591	332,771	309,933
Audit	1,640	1,032	6,700	5,951
Sundry	541	4,156	2,260	13,230
Bank Charges	519	334	2,081	2,383
Equip. & supplies	<u>12,929</u>	<u>768</u>	<u>21,783</u>	<u>5,745</u>
	<u>128,769</u>	<u>120,881</u>	<u>365,595</u>	<u>337,242</u>
Net Income	<u>\$ 93,064</u>	<u>\$ 49,872</u>	<u>\$ 195,193</u>	<u>\$ 190,691</u>
Inventory	<u>\$ 5,669</u>	<u>\$ 1,929</u>	<u>\$ 66,529</u>	<u>\$ 57,427</u>

See accompanying Notes to the Financial Statements

The Hamilton Civic Hospitals Volunteer Association
Schedule of Investments
December 31, 1992

Investments (at cost)

Canada Trustco - Investment Certificate 10.625%, due November 29, 1993	\$ 10,014
C.I.B.C. - Term Deposit 6.25% due November 1, 1993	50,000
C.I.B.C. - Term Deposit 7.25% due April 6, 1993	50,000
C.I.B.C. - Term Deposit 6.25% due October 27, 1993	40,000
	\$ 150,014

See accompanying Notes to the Financial Statements

Director of Volunteers - Hamilton General Division

At the Hamilton General Division, a total of 22,144 hours were contributed - an increase of more than four thousand hours over the previous year. Fifty new adult volunteers and seventy teens were placed, from the many interviewed. Overall, our number of active volunteers has increased slightly over the last two years, and is maintained at an average of 85 adult and 50 teen volunteers each month.

Changing patterns in volunteerism bring additional challenges - many volunteers apply to the program seeking to gain experience in the work force or to maintain skills between jobs. The turnover in volunteers is much higher, but I believe the increased activity level in recruitment, interviewing and orientation because of this, is offset by the variety and level of skills available to us, even if for a shorter period of time.

The department suffered, as did many others, during the hiring freeze imposed in January last year. With the transfer of Brenda Maurer to a position in the Short Stay Unit, the office was without regular clerical assistance until August when Teresa Tucci joined the Department on a permanent part-time basis. We were able, however, not only to maintain services, but to increase them, with the addition of new positions in Nuclear Medicine, Out-Patient Clinics and Rehabilitation Services; as well as the introduction of the position of Team Captain to the teen program.

Two teen volunteers were awarded sholarships by the Volunteer Association - Joanne Lepore, who is attending McMaster University, and Jamie Joseph who entered the Sciences program at the University of Western Ontario. Both will be returning to the Volunteer program during the summer holidays.

Mary Lang was our nominee at the Annual Volunteer of the Year Awards sponsored by the Corporation of the City of Hamilton and Hamilton District Volunteer Centre. Although Mary was not chosen as winner in the Community Service category, she was proud to represent the Hamilton Civic Hospitals Volunteer Association.

My thanks to the Hamilton General Volunteers and the Volunteer Association for their continuing support.

Jane Marusiak, Director
Volunteer Services
Hamilton General Division

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